

isolutions

 DIE SECURITAS GRUPPE

Securitas

«The isolutions team has brought decisive elements to the table on our joint path so far. Very valuable for us are the experiences from comparable constellations, the methodical approach adapted to them, the coordination and planning derived from them, and last but not least the efficient and energetic assumption of many tasks on the way. Also very welcome are the quick, well-founded clarifications and inputs on detailed technical questions.»

Reto Lütolf, Chief Digital Officer

Started as a guarding company in 1907 and since then developed into a full-service provider, the Securitas Group is now number one in the Swiss market when it comes to security. The family-owned company includes 25 subsidiaries in Switzerland, Germany, Austria, other European countries and beyond. Thanks to leading know-how and many years of experience in the security sector, Securitas stands for high-quality services and outstanding technical competence. Over 16,000 employees work in the network and are committed to making their customers' everyday lives safer.

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To standardize the heterogeneously used work tools and improve collaboration, the Securitas Group opted for a cloud-based solution. Thanks to Microsoft 365, employees can collaborate more efficiently and knowledge is more easily accessible. This resulted in 80% active users – and the trend is rising.

Initial situation

Challenged by various internal and external drivers, the Securitas Group with its more than 25 basically independently operating Group companies has experienced a sharp increase in interactions across borders in recent years. The tools previously used for day-to-day collaboration were very heterogeneously set up across the entire Group, had a correspondingly poor fit, and thus prevented efficient collaboration in a modern, fast-paced working world. With the decision to introduce the cloud-based collaboration and communication

platform Microsoft 365, the Securitas Group is not only introducing a new, uniform and thus standardized technology, but also a new way of working together. As the main partner for all user adoption topics, isolutions plays a central role in this transformation.

Solution

Based on its valuable experience from comparable projects in similarly heterogeneous setups, isolutions structured the overarching procedure for the entire roll-out and provided decisive and active support in all steps from preparation to the effective onboarding of employees. In a first phase, the collaboration governance was created and coordinated, based on six parallel pilot projects. Further central preparations included the development of the communication plan with all contents, as well as the concepts and documents for the trainings and coachings. All information, concepts and content were prepared in a newly created «Microsoft 365 Roll-out Portal» for self-service access by all employees. In a second phase, the actual introduction at the first and largest three group companies or organizational units

was supported in local projects - based on the prepared material. In further phases, the Microsoft 365 platform will be successively rolled out in the remaining group companies. The isolutions team continues to support this process through communication, training and coaching measures. This support is complemented by effective project management and targeted measures to ensure the highest possible user acceptance.

Benefits

- Thanks to the Microsoft 365 platform, the Securitas Group has modern and efficient working tools for collaboration and communication, across borders.
- For the Securitas Group, the introduction of the Microsoft 365 platform is not just the introduction of a new technology, but a new way of modern collaboration.
- These changes reinforce the cultural change in the company and lead to more transparency. Knowledge is better available to employees and more easily accessible.

80%

active users of the platform
(tendency increasing)

10

subsidiaries
already onboarded
(more to follow)

9.2

out of 10 points for
project satisfaction

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

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